

Voyager TeleTrans Program

Voyager TeleTrans is a paperless processing system that provides vendors with an efficient, cost-effective method of accepting the Voyager Fleet credit card. Voyager TeleTrans is specifically designed for maintenance/service vendors. The intent is to provide vendors with an avenue of accepting the card without having to purchase any electronic equipment. This will enable vendors to begin accepting the Voyager Fleet card immediately. Once Voyager sales grow, these maintenance/service vendors may choose to contact one of Voyager's approved third party processors to accept the card electronically.

For you the customer, Voyager TeleTrans offers a way to increase the acceptance base of their fleet card, consolidate billing, reduce administrative headaches and expenses, and capture transaction detail on Voyager Fleet reports. Your maintenance/service vendors have the ability of gaining acceptance of your fleet credit card within 48 hours of submitting a Voyager TeleTrans Participation Agreement form. Any entity, from an independent location to a multi-store vendor, can gain acceptance quickly and without incurring any set-up fees. This allows you, or Voyager on your behalf, to contact vendors that you have received services from in the past to discuss accepting your Voyager Fleet credit card. Headaches and expenses incurred due to managing invoices and paying a vendor directly will disappear. Other customers have converted their vendors to the Voyager TeleTrans program estimated that it saved their company more than \$75.00 per invoice. They also benefited from looking at one database to find their fueling and maintenance transactions. Voyager has designed this program to be easy to implement and integrate into your current fleet card program. The goal of this program is to facilitate the payment of your maintenance and service needs, consolidate your billing and increase the acceptance base of your universal fleet credit card, Voyager.

The invoice will be captured by Voyager and provided to the customer via their monthly billing and/or Fleet Commander. The line item detail of each invoice processed through Voyager TeleTrans, as well as the Authorization Number (PO#) is available in the monthly billing and Fleet Commander. This will enable the customer to recover both the maintenance transaction and their Authorization Number (PO#).

Attached you will find two options that are available today to integrate the Voyager TeleTrans program into your day-to-day business. The first option will discuss the general application of the Voyager TeleTrans program. A majority of the maintenance/service/repair invoices will be under \$1,000 and be processed through "Option 1". The vendor would not be required to call into the customer's verification group. The second option will cover the ability to capture an Authorization Number (PO#) number and verify it against an Authorization Number (PO#) entered into the Voyager TeleTrans System. TeleTrans offers the

flexibility of State of Missouri or Voyager entering the Authorization Number (PO#). If the customer preferred to have Voyager enter the Authorization Number, then it would require the customer's verification group to call Voyager Client Service's toll-free number (800-987-6591) each time they authorized a transaction.

A Maintenance Rule option is available to State of Missouri to facilitate their spend limit requirements (e.g. \$1,000 requirement). This Voyager TeleTrans option also features the ability to handle agency spend limit requirements that may be less than \$1,000. If an agency wanted to have an individual or group within their agency called on invoices over \$500.00, then a "Rule Limit" could be assigned to facilitate that request.

Also, a current list of product codes that are available today through this program will be attached for your benefit.

Voyager TeleTrans Program (Option 1) **(Under \$1,000 - Authorization # Not Required)**

Voyager TeleTrans has a “Maintenance Rules” screen available to customers. For example, a dollar limit could be established, like a \$1,000 spend limit. We can also include rules such as having the merchant contact you if the sale is over an established amount. (See example)

Texaco2 - EXTRA! Personal Client

File Edit View Tools Session Options Help

VG105693 MX93 MAINTENANCE RULES 02/26/02 11:41

FUNCTION 0

E 00 ORG L1 ID 100001179 ACCT NUM _____

NAME VOYAGER CUSTOMER

RULE LINE 1

IF TRANSACTION IS OVER \$1000, ADVISE DRIVER TO CALL THEIR SUPERVISOR

RULE LINE 2

RULE START DATE 02 - 26 - 2002 RULE END DATE - -

RULE START TIME 11 : 41 : 32

CMD _____ CODE _____ AMOUNT _____ DATE ____ / ____ / ____

MSG

05-ACCT NUMBER 06-ORG LEVEL 1 07-PREV 08-NEXT 09-AM51 10-AM61 12-AM77

15-MX92 16-AM31 17-MX94 18-MX95

05/21

Connected to host 144.5.254.12

NUM 11:41 AM

Start David M ... Park 10 ... Texaco ... Microsoft ... Microsoft ... Microsoft ... Texaco ... 11:41 AM

Rule entered for \$1,000

This example has the following assumptions:

- Vendor is an approved Voyager TeleTrans merchant
- Valid credit card is presented

Sample transaction on the Voyager TeleTrans program:

State of Missouri employee brings his/her vehicle to ABC Muffler and Brakes. They are a general maintenance facility that specializes in mufflers and brakes. State of Missouri vehicle needs \$299.00 of services and repairs. The following steps would then take place:

1. The ABC Muffler and Brakes mechanic diagnosis that the State of Missouri vehicle needs a new exhaust system. With parts and labor, the cost of the repair is going to be \$299.00.
2. ABC Muffler and Brakes performs the work on this vehicle and are ready to close the ticket.
3. An ABC Muffler and Brakes representative would call the Voyager TeleTrans toll-free number (866.842.5608).

4. He will provide the Voyager TeleTrans representative with the Voyager credit card number, expiration date, ID#, Invoice #, and Invoice detail.
5. The TeleTrans operator will enter in this information.
6. The Voyager TeleTrans system will verify that the invoice amount falls below the "Rule Amount" of \$1,000.
7. The Voyager TeleTrans representative provides vendor with Approval Code.
8. The ABC Muffler and Brakes representative can provide the customer with a copy of the invoice and keep a copy for their records.
9. Voyager will pay vendor via check within 15 days.
10. The transaction will appear with line item detail to the customer via Voyager's reporting.

Voyager TeleTrans Program (Option 2) **(Over \$1,000 - Authorization Number (PO#) Required)**

Voyager TeleTrans has a “Maintenance Rules” screen available to customers. For example, a dollar limit could be established, like a \$1,000 spend limit. We can also include rules such as having the vendor contact you if the sale is over an established amount. (See example)

Texaco2 - EXTRA! Personal Client

File Edit View Tools Session Options Help

VG105693 MX93 MAINTENANCE RULES 02/26/02 11:41

FUNCTION B

E 00 ORG L1 ID 100001179 ACCT NUM _____

NAME VOYAGER CUSTOMER

RULE LINE 1

IF TRANSACTION IS OVER \$1000, ADVISE DRIVER TO CALL THEIR SUPERVISOR

RULE LINE 2

RULE START DATE 02 - 26 - 2002 RULE END DATE - - -

RULE START TIME 11 : 41 : 32

CMD _____ CODE _____ AMOUNT _____ DATE ____ / ____ / ____

MSG

05-ACCT NUMBER 06-ORG LEVEL 1 07-PREV 08-NEXT 09-AM51 10-AM61 12-AM77

15-MX92 16-AM31 17-MX94 18-MX95

05/21

Connected to host 144.5.254.12

NUM 11:41 AM

Start David M ... Park 10 ... Texaco ... Microsoft ... Microsoft ... Microsoft ... Texac...

Rule entered for \$1,000

This example has the following assumptions:

- Transactions “Over \$1,000” are first called into the State of Missouri representative and the vendor will receive an Authorization Number (PO#) number.
- State of Missouri is using the “Purchase Order Set Up” screen within the Voyager On-line system. This will allow Voyager to verify if Call Center approved invoice.
- Vendor is an approved Voyager TeleTrans merchant
- Valid credit card is presented

Sample transaction on the Voyager TeleTrans program:

State of Missouri employee brings his/her vehicle to ABC Transmissions. They are a general maintenance facility that specializes in repairing and replacing transmissions. The State of Missouri vehicle requires \$1550.00 of services and repairs. The following steps would then take place:

1. ABC Transmissions representative will call the State of Missouri representative and provide them with detail of work that needs to be performed and assessed the cost of repairs to be \$1,550.
2. Voyager representative will ask if ABC Muffler and Brakes representative called the State of Missouri representative.
3. The ABC Muffler and Brakes representative will be advised to call into the State of Missouri Center to attain an Authorization Number (PO#).
4. The vendor calls the State of Missouri representative will enter in the Voyager Account #, Card ID #, TeleTrans Merchant #, Purchase Order #, and amount (tax included if necessary) on the "Purchase Order Set UP" screen within the Voyager On-line system and presses ENTER.

Texaco2 - EXTRA! Personal Client

File Edit View Tools Session Options Help

VG105694 MX94 PURCHASE ORDER SET UP 02/26/02 11:42

FUNCTION A

E 80 ACCT NUM 869066365 CARD ID NUM 000001

MERCH ACCT NUM 7135551200

PURCHASE ORDER NUM j0001234

AMOUNT 1550.00

EFFECTIVE DATE EXPIRATION DATE

CMD CODE AMOUNT DATE / /

MSG

05-PREV PO-OPEN 06-NEXT PO-OPEN 07-PREV PO-ALL 08-NEXT PO-ALL 09-AM51

10-AM61 12-AM77 17-AM31

03/11

Connected to host 144.5.254.12

Start David M ... Park 10 ... Texaco ... Microsoft ... Microsoft ... Microsoft ... Texac...

NUM 11:43 AM

5. The State of Missouri representative will advise the ABC Transmissions representative to call into Voyager's TeleTrans number (866.842.5608) and provide them with an Authorization Number (PO#), card information, and invoice detail.
6. ABC Transmissions representative calls into Voyager TeleTrans number (866.842.5608) and provides 15-digit card number, expiration date, ID #, Authorization (PO#), and invoice detail.
7. The ABC Transmissions representative can provide the customer with a copy of the invoice and they will keep a copy for their records.
8. Voyager will pay vendor via check with 15 days.
9. The transaction will appear with line item detail to the customer via Voyager's reporting